

I am writing to inform the FCC as to how Comcast is dragging its feet in the implementation and installation of Cablecards. My interactions with Comcast regarding the Cable-card issue is fairly lengthy, however, I will attempt to detail as best I can my experience with Comcast in installing my cable cards.

I initially called Comcast on 1/28/08 to inquire about the installation process and pricing of the Cable-cards and to schedule an appointment. I was told that they did not have any cable-cards in stock and that I should call back after 2/2/08 to make an appointment. On approximately 2/6/08-2/7/08 I called to make an appointment for two Mstream Cable-cards. I was told the earliest appointment would be for 2/13/08 in the 3-6pm-time slot. I took off from work on 2/13/08 to be available for the technician, however, I received a phone call from a Comcast technician at around noon telling me that he did not have any cable cards and that Comcast would contact me to reschedule. The technician said it was strange that the central office would have scheduled the appointment because Comcast has not had any Cable-cards for some time.

When Comcast did not contact me by the close of business on 2/15/08, I called them to reschedule. I received an appointment for 2/20/08. On 2/20/08 the Comcast technician arrived with only 1 cable card, and it was a single stream card and not the Mcards I had ordered. My set up requires two cable cards, one for each tuner, and each tuner supports Mcards. When I inquired why he didn't bring the correct number of cards and or Mcards, he said he simply ran out. We were able to successfully install the one Scard, however, I was unable to neither test the device's multi stream capability nor determine whether the second device operated properly. The technician told me that Comcast would call me the following day to reschedule the installation of the second card.

Comcast did not call by the close of business on 2/22/08 to reschedule, so I called them and explained the situation. The agent was nice enough to force an appointment through for me for the following day 2/23/08. On 2/23/08 the Comcast technician arrived with a Mcard, however, it failed to work. He informed me that 1 out of 6 Mcards malfunctions and that he was not surprised this had happened.

He did not have any other cards for me to complete the installation. He also told me that the malfunction rate for the Scards is worse than that of the Mcards and told me to make sure Comcast switches the Scard already installed with an Mcard because Scards often have many problems even once they are successfully installed. He also informed me that Comcast has set up a specific office for the Cable-cards, but that it was not operating properly, and that it was making his job very difficult to install the Cable-cards. He apologized for the inconvenience, and said he would make sure there was a note on my account for his supervisor to call me on Monday 2/25/08 to reschedule for the next available appointment. He also told me that he would make a note to tell the technician to bring both a Mcard and Scard so that we could determine whether there are any compatibility issues with my devices and the Cable-cards.

On 2/25/08 when I did not receive a phone call to reschedule, I called Comcast again and was told that the next available appointment was on 3/1/08. I told them that this was unacceptable and I requested to speak with a supervisor. The supervisor then rescheduled my appointment for 2/27/08 from 6-9 pm.

On 2/26/08 I received a strange phone call from Comcast inquiring about the problem with my service. I asked if they were calling about the appointment for the installation of my Cable-cards and the agent seemed unaware of the fact that I was having Cable-cards installed. He was able to then verify that I had an appointment scheduled for the next day.

On 2/27/08, the day of my next appointment, I received a phone call at 4:30 p.m. from the Comcast technician who was supposed to install my cable-cards from 6-9p.m. He told me that he did not have any more cards and that Comcast would call me to reschedule. I told him I was very frustrated with Comcast and asked if he could contact his supervisor to have him reschedule my appointment. He said that it would be no problem and that I could expect a call shortly. I did not receive a phone call from his supervisor.

I called Comcast to complain again, and they apologized and said that they would not reschedule my appointment because they could not

confirm that the warehouse had any cards left. I asked if they could get cards from another warehouse, and was told that this was not an option. I asked when they were expecting more cards and the agent told me he did not know. The agent then told me that he would inform his supervisor of my situation and that Comcast would call me to reschedule once they had cards available.

Comcast called me on 3/3/08 to reschedule my appointment for 3/5/08. At this time they assured me they would have an Mcard available for me. On 3/5/08 a technician arrived with an Mcard which I installed into one of the slots on my device. The technician then called Comcast to sync the card to the system. In the process of doing this, my existing and functioning card stopped working while he was on the phone with the central office. He then told me that he could not sync the new card because Comcast's system was down and that he could not do anything about the old card which suddenly stopped working. He advised me to call Comcast in a few hours to see if the system was back up and running. I called a few hours later, and got them to put the new card online, but they told me there must be something wrong with the old card and that I would need to reschedule for a card to replace the existing broken card. However, they did not have any more cards and they would call to reschedule.

Comcast called me on 3/8/08 and scheduled a new appointment to fix/replace the broken card for 3/11/08 from 6-9pm. I requested that the Comcast representative call my local warehouse to confirm that they actually had cable cards and to put a note on my account to bring multiple cards so that they could determine what the problem was with my setup. Comcast confirmed and said a note was put on my account.

At 10:30 am I received a phone call from Comcast's outbound technical support center (1-866-761-0209) to confirm the appointment for later that night. At 8:30 pm later that night, after waiting for 2.5 hours for the technician to arrive, I received a phone call from the Comcast technician scheduled to come to my home telling me he did not have any cable cards and he tried to tell me that the reason was because I didn't place the order earlier enough to get one.

I immediately called up Comcast and asked to speak to a supervisor,

who apologized but said he didn't know why Comcast was making appointments to install cable cards if they didn't have any. He said he would look into it in a couple of days and that Comcast would get back to me to reschedule. That was the best he could do.

I apologize for the length of the complaint, but felt it was necessary to accurately describe Comcast's feet dragging in installing and supporting Cable Cards. Any help anyone can provide for me in getting a resolution to my situation would be greatly appreciated.

Sincerely,
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